

Comparisons of Job Characteristics

Focus Occupation: Flight Attendants (39-6031)

Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Compare Knowledge

Compare Skills

Compare Abilities

Compare Detailed Work Activities

Compare Tools and Technologies

| | |
|----|--|
| << | Focus occupation element is much lower |
| < | Focus occupation element is lower |
| 0 | Focus occupation element is at a similar level |
| > | Focus occupation element is at a higher level |
| >> | Focus occupation element is at a much higher level |

Knowledge

Similarity of Focus Occupation to Associated Occupation: 84

Focus Occupation: Flight Attendants (39-6031)

Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

| Associated Occupation's Key Knowledge Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | Evaluation of Focus Occupation |
|--|---------------------------------|--------------------------------|---------------------------|---|
| Customer and Personal Service | 11.3 | 18.4 | 22.5 | >> Current knowledge level is likely more than sufficient |
| Transportation | 4.6 | 8.0 | 12.1 | >> Current knowledge level is likely more than sufficient |
| Clerical | 7.3 | 7.9 | 3.1 | << Extensive education and/or training may be required |
| Geography | 3.9 | 5.0 | 9.3 | >> Current knowledge level is likely more than sufficient |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 89

Focus Occupation: Flight Attendants (39-6031)

Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

| Associated Occupation's Key Skills Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | Evaluation of Focus Occupation |
|---|---------------------------------|--------------------------------|---------------------------|---|
| Active Listening | 11.0 | 14.1 | 11.4 | < A higher skill level may be required |
| Service Orientation | 7.9 | 12.8 | 13.4 | 0 Current skill level may be sufficient |
| Persuasion | 7.4 | 10.8 | 8.2 | << Extensive development of skills in this area may be required |
| Negotiation | 6.8 | 9.5 | 8.5 | < A higher skill level may be required |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 77

Focus Occupation: Flight Attendants (39-6031)

Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

| Associated Occupation's Key Abilities Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | | Evaluation of Focus Occupation |
|--|---------------------------------|--------------------------------|---------------------------|---|---|
| Oral Expression | 12.4 | 14.9 | 14.8 | 0 | Current ability level may be sufficient |
| Speech Recognition | 9.9 | 14.8 | 12.9 | < | Some improvement in abilities may be required |
| Speech Clarity | 10.2 | 14.0 | 14.0 | 0 | Current ability level may be sufficient |
| Oral Comprehension | 12.5 | 13.9 | 14.4 | 0 | Current ability level may be sufficient |
| Near Vision | 11.1 | 11.1 | 10.1 | 0 | Current ability level may be sufficient |
| Information Ordering | 9.9 | 10.8 | 10.3 | 0 | Current ability level may be sufficient |
| Written Comprehension | 11.0 | 10.8 | 9.2 | < | Some improvement in abilities may be required |
| Deductive Reasoning | 10.6 | 10.1 | 11.0 | 0 | Current ability level may be sufficient |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 60

Focus Occupation: Flight Attendants (39-6031)

Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

| Work Activities | Exclusivity of Activity |
|-------------------------------------|-------------------------|
| Answer customer or public inquiries | 41 |
| Calculate monetary exchange | 67 |
| Collect payment | 49 |
| Provide customer service | 14 |
| Receive customer orders | 75 |

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 17

Focus Occupation: Flight Attendants (39-6031)

Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

| Tools and Technologies | Exclusivity |
|--|-------------|
| Computers | 1 |
| Content authoring and editing software | 1 |

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.